DRAFT

IOWAccess Project 13
DHS Office, ICN Room
Thursday, March 19, 1998
9:00 a.m. - Noon

Project Team Representatives

Pat Brockett, Co-Chair, Iowa Department of Human Services
Dave Gannon, Co-Chair, Iowa Workforce Development
John Hoffman, Children and Family Services
Jeff Nall, Iowa Workforce Development
Randy Ratekin, Iowa Department of Human Services
Linda Simms, Lutheran Social Services
Dave Stout, Children and Family Services
Kevin Teale, Iowa Department of Public Health

Project Community Partners

Chuck Abel, Family Resource Development Association (FRDA)
Marc Baty, Linn County Department of Human Services
Chris Carmen, HACAP
Wendy Deutelbaum, North Light
Davis Green, North Light
Sandy Koppen, United Way

Staff

Keri Badding, State Public Policy Group
Marybeth Foster, State Public Policy Group
Deb Kazmerzak, State Public Policy Group

Introduction/Personnel Issues

Self-introductions were made. Pat Brockett announced that she has resigned from state government and another person will be assigned co-lead for this project. Group members thanked her for her leadership and effort on the project.

Project Status

Eligibility Determination

Dave Gannon provided an update on the progress of the project. Contracts have been put in place and the team has met several times to discuss general design review.

Pat Brockett mentioned the issue of eligibility. There was discussion between parties whether the system will be able to provide eligibility determination.

North Light recommends the system not provide eligibility determination when accessing available services. The complexity is too much for the system to take on. The system will save people trouble and time when there is no question whether the user is eligible for services. North Light has worked to come up with ten eligibility criterion to cover the most useful and common criterion. There is not a generic solution to gather eligibility requirements. Rather than providing eligibility criteria, the system may be able to provide a pre-screening, along with communication with the service provider as an alternative to this issue. For example, a person could write a question or comment in the available box on the screen and then the service provider could respond with the correct information through the system. The system would also control who the information is sent to. There was discussion from group members whether the box would be helpful or cause more problems.

David Green proposed we limit the eligibility assessment to the top four criteria to inform persons whether or not they would be eligible for the services based on their records. Green feels the eligibility requirements are important because it would point the person in the direction of services they are eligible for to save time and confusion. The system will also match the top twenty services that would meet the needs of an individual. Margaret the Matchmaker is the title of this service.

The group decided to drop the eligibility requirements and substitute with the e-mail service system and also the service matchmaker, Margaret the Matchmaker.

The hope with the Galileo system is to constrain the navigation of the system to keep people within the system. This is a problem for connecting the system with another web site. The system will include the numbers of those providers who have access to e-mail and a fax machine.

There is also the possibility of including URL's to provide users with the URL's related to the issue you are interested in.

Revised Time Line
Sandy Koppen reported that the team is working entering data into the database and continuing work on the system. By mid-to-late April they hope to have the system structured under Galileo. The fifth-grade reading translation will be done June and by July they would like to begin implementation of the system in other pilot sites. The contract will be updated to include these date changes.

Decision Making Process
Pat Brockett proposed that there be a monthly team meeting to share information and keep members informed on decisions being made. It is important that everyone remain

involved and kept informed on the issues and decisions.

Linda Plazak informed the group on the status of Project 1 and their selection of a vendor. The vendor proposed a system would require a fee for the service for part of the services. Legislation is required to get this piece of the system passed. There is currently the digital signature bill, HF 2474, and the IOWAccess bill, HF 2524. The vendor would like to have the system complete by the April/May time frame. Plazak encouraged participants to contact Senators to push this issue forward.

Galileo Demo
North Light provided a demonstration of the Galileo system. Participants viewed four screens that will be the interface for citizens to the information. Margaret the Matchmaker is the first icon welcoming the user. Margaret the Matchmaker helps bring the user to the service area most appropriate for them. The resource map is set up for the individual to mark which room he/she would like to visit for information.

There is still concern on the safety and privacy of the system. North Light is working on ways to secure the safety of the user.

This system will be advantageous for both parties since it allows for after hour information and referral requests.

Green displayed the provider interface which is used to alter and make changes to the information in the database. The records are divided into four types (master record, service record, location record, and link record). Once the information is added, it will be saved and then made available for other agencies to download. There is also a way for an agency to register themselves with contact information to become part of the system.

The designed way to have individuals access the information includes the following elements: first and last name, date of birth, and the name of the grammar school you went to. There was also discussion whether these elements were considered secure. North Light will continue working on this issue.

Budget Update

 IWD Interface
Pat Brockett discussed the availability of funds for the project with the inclusion of the contracted services with Iowa Workforce Development. In order to compensate for Iowa Workforce Development's compensation, the group had decided to do away with Spanish translation, the number of sites used, and to put a hold on the kiosks. Pat Brockett is going to meet with Iowa Workforce Development and see how much money they will need to provide the service. Brockett is then going to propose an increase of $53,000 to the steering committee for the project. Pat will notify participants on the decision made by the steering committee.

Worksites

Locations

Marc Baty commented Cedar Rapids was hoping to have fifteen pilot sites established. They are looking to set up sites in the school systems, family resource center, United Way, DHS, Work Force Development, mental health centers There is a wide interest of organizations in this effort. Baty reported that they will be cutting the bottom eight members (the resource sites) on the list if the project loses the additional funding. Some of those sites will not need the hardware.

Wendy Deutelbaum mentioned that we might want to include a church, hospital and business as sites. These are suggestions that Pat will bring this proposal before the steering committee Friday, March 20.

Types of computers

There is enough money in the funding to ensure that each site has the best equipment needed. Green mentioned that the requirement for the Galileo system is that each site have a Pentium computer and also a modem speed of no less than 28.8. We need a quicker system that is easier to access. There is also a need for laptops to access this system without actually being on the internet.

State Wide Rollout

Jeff Nall explained the reasoning behind the Galileo system. Many have focused on few key strategies to bring all of the available programs together for people to access them. The system will also reduce duplication to allow more time to be spent with consumers.   This is an opportunity for Project 13, the information referral systems in the state and Iowa Workforce Development to come together to compliment one another's services.

Other Issues

Cedar Rapids commented on the communication efforts they have participated in. They are working on informing the public and members in the community on the Galileo effort. A conference on April 1 will include city government, Board of Supervisors, technology experts, and many others who will be participating. The theme is how community colleges and colleges can collaborate on efforts to bring them closer together through technology and to inform the public on the efforts of Project 13 and the Galileo effort.

Iowa Valley Community College System in Marshalltown has requested the project's help on hardware services.

Adjournment

The meeting was adjourned at 12:00 p.m.